



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

HEALTH AND HUMAN SERVICES ADMINISTRATOR I	Class No. 005287
HEALTH AND HUMAN SERVICES ADMINISTRATOR II	Class No. 005288
HEALTH AND HUMAN SERVICES ADMINISTRATOR III	Class No. 005289

■ CLASSIFICATION PURPOSE

To plan, organize and direct a social or health services program, division, or unit; to provide administrative support to a Deputy Director, Health and Human Services Agency (HHSA); and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Under general direction, incumbents are responsible for a wide variety of administrative, operational and analytical tasks in a health and human services area. Positions in these classes are allocated only to the Health and Human Services Agency. This class series differs from the Administrative Analyst class series in that the latter provides administrative, fiscal, and contract support in a variety of County departments.

Health and Human Services Administrator I:

This is the first-level management class of the series. Incumbents are responsible for the direction of a small, specialized program or unit of the Health and Human Services Agency (HHSA). Second-line supervision may be exercised through Supervising Human Services Specialists, Social Work Supervisors and supervising clerical classes. This class differs from the next higher class Health and Human Services Administrator II, in that the latter has a larger span of control and oversees more than one program or unit.

Health and Human Services Administrator II:

This is the second-level management class of the series. Incumbents are responsible for managing staff or line activities of more than one program or unit or one large or highly visible program or unit. This class differs from the next highest class Health and Human Services Administrator III, in that the latter manages several larger programs.

Health and Human Services Administrator III: This is the highest-level management class of the series. Incumbents are responsible for managing and directing operations of a large division of HHSA or a regional family resource center office. Under general direction, incumbents in this class manage the most difficult and complex social or health services programs. Incumbents have broad responsibility for facility management, budget, and personnel administration. This class differs from unclassified management classes within HHSA in that the latter are responsible for planning, implementing and evaluating specialized health or social services programs and are responsible for developing policies impacting programs countywide or programs outside the county.

■ FUNCTIONS

The examples of functions listed in the class specifications are representative but not necessarily exhaustive or descriptive of any one position in these classes. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Health and Human Services Administrator I, II, III

Essential Functions:

1. Plans, assigns and reviews the work of subordinates.
2. Establishes work quality and performance standards.
3. Prepares correspondence and complex reports.
4. Resolves administrative problems.
5. Directs the interpretation and implementation of program rules, regulations and policies.
6. Coordinates and maintains liaisons with other divisions, departments and relevant agencies.
7. Hires, trains and evaluates subordinates.

8. Develops and recommends program or operations policies and procedures.
9. Conducts and participates in management and staff conferences.
10. Prepares or directs preparation of documents and reports related to grants and budgets.
11. Identifies and mitigates potential risks concerning operational and financial issues.
12. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

Health and Human Services Administrator II & III only (in addition to the above):

1. Oversees budget development and monitors revenues and expenditures.
2. Oversees patient billing through subordinate supervisors.
3. Handles complex disciplinary issues.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- County of San Diego personnel practices and procedures.
- Departmental policies and procedures related to income maintenance, public health, employment, mental health, and adult or child protective services.
- Principles of supervision.
- Organization and function of social welfare and public health systems.
- Automated information systems and department specific computer applications.
- Facilities management/space allocation.
- Principles of fiscal management and budgetary procedures.
- Provisions of Welfare & Institutions Code.
- Principles and practices of labor and employee relations.
- The General Management System in principle and practice.
- County customer service objectives and strategies.

Skills and Abilities to:

- Communicate effectively, both orally and in writing.
- Direct, train and evaluate staff.
- Analyze and interpret data.
- Evaluate and resolve problems.
- Recommend appropriate courses of action.
- Effectively deal with emotionally charged situations.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Health and Human Services Administrator I:

1. Three (3) years of experience as an Supervising Human Services Specialist; OR,
2. Two years of experience as a Program Specialist I, Alcohol and Drug Program Specialist I, Administrative Analyst I, or equivalent; OR,
3. One (1) year of experience as a Program Specialist II, Alcohol and Drug Program Specialist II, Administrative Analyst II, or equivalent.

Health and Human Services Administrator II:

1. One year of experience as a Health and Human Services Administrator I or equivalent in the public sector; OR;
2. Two years of experience as a Supervising Human Services Specialist AND one year of experience as a Program Specialist II, Alcohol and Drug Program Specialist II, Administrative Analyst II, or equivalent; OR;
3. Two years of experience as a Supervising Human Services Specialist AND two years of experience as a Program Specialist I or equivalent; OR;
4. Two years of experience as an Adult Protective Services Supervisor, Aging Program Specialist III, Protective Services Supervisor, Senior Social Work Supervisor, or Social Work Supervisor.

Health and Human Services Administrator III:

1. One year of experience as a Health and Human Services Administrator II or equivalent in the public sector; OR
2. Two years of experience as a Supervising Human Services Specialist AND two years of experience as a Program Specialist II, Alcohol and Drug Program Specialist II, or Administrative Analyst II.
3. Three years of experience as an Adult Protective Services Supervisor, Aging Program Specialist III, Protective Services Supervisor, Senior Social Work Supervisor, or Social Work Supervisor.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in these classes, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in these classes may be required to use their own vehicle.

Certification/Registration

None Required.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: June 30, 1975 (Class No. 005287 & 005288)

February 8, 1977 (Class No. 005289)

Reviewed: Spring 2003

Revised: June 15, 2004

Revised: October 19, 2005

Health and Human Services Administrator I (Class No. 005287)
Health and Human Services Administrator II (Class No. 005288)
Health and Human Services Administrator III (Class No. 005289)

Union Code: MA Variable Entry: Y
Union Code: MA Variable Entry: Y
Union Code: MA Variable Entry: Y